

1 <u>ABSTRACT</u>

2 A system and method of propagating exclusion records between a plurality of networked call centers is provided. Each call 3 center includes a CTI system having a dynamic data 4 5 exclusion system. The system includes an exclusion record exporter and an exclusion record importer interfacing the dynamic 6 7 data record exclusion system at each networked CTI system, which export and import exclusion records that are generated at one CTI 8 9 system to the remaining networked CTI systems. The method begins by maintaining at least one exclusion table including at least 10 11 one exclusion record in a first call center's dynamic data record 12 exclusion system. Then, the exclusion records, along with a list of the networked call centers to which the exclusion records 13 14 should be sent, are sent to an exclusion record exporter, where they are saved in a transfer file. The exclusion record exporter then transfers each transfer file to a defined directory at an 16 exclusion record importer at at least one other networked call 17 18 Each exclusion record importer searches its defined directory and, if a new transfer file is identified, copies the 19 20 exclusion records to an appropriate exclusion table in that call center's dynamic data record exclusion system. 21